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US Pre-Grant Publication Full-Text Database
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IBM Technical Disclosure Bulletins

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<u>L1</u>	network	524058	<u>L1</u>

END OF SEARCH HISTORY

WEST

Generate Collection

Print

L26: Entry 31 of 54

File: USPT

May 2, 2000

US-PAT-NO: 6058163

DOCUMENT-IDENTIFIER: US 6058163 A

TITLE: Method and system for monitoring call center service representatives

DATE-ISSUED: May 2, 2000

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Pattison; Jon A.	Flower Mound	TX		
Vizard; Paul A.	Plano	TX		
Maloney; Michael J.	Plano	TX		
McCalmont; David T.	San Jose	CA		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE	CODE
Teknekron Infoswitch Corporation	Fort Worth	TX				02

APPL-NO: 8/ 854435 [PALM]

DATE FILED: May 12, 1997

PARENT-CASE:

CROSS REFERENCE TO RELATED APPLICATIONS This application is a continuation-in-part application of U.S. application Ser. No. 08/667,861, filed Jun. 20, 1996 by Michael J. Maloney and David T. McCalmont, now, U.S. Pat. No. 5,696,811, which is a continuation of application Ser. No. 08/434,261, filed May 3, 1995 by Michael J. Maloney and David T. McCalmont, now U.S. Pat. No. 5,535,256, issued Jul. 9, 1996, which is a continuation of application Ser. No. 08/126,080, filed Sep. 22, 1993 by Michael J. Maloney and David T. McCalmont, now abandoned. This application is related to U.S. application Ser. No. 08/854,819, filed May 12, 1997 by Jon A. Pattison, Paul A. Vizard, Michael J. Maloney, and David T. McCalmont, pending.

INT-CL: [7] H04 M 3/22

US-CL-ISSUED: 379/34; 379/85, 379/88.09, 379/88.1, 379/88.25, 379/112, 379/133, 379/265

US-CL-CURRENT: 379/265.06; 379/133, 379/85, 379/88.09, 379/88.1, 379/88.25

FIELD-OF-SEARCH: 379/34, 379/35, 379/88.22, 379/88.27, 379/265, 379/266, 379/309, 379/85, 379/88.09, 379/88.1, 379/88.25, 379/112, 379/133, 379/135

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

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Search ALL

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<input type="checkbox"/>	<u>4608638</u>	August 1986	Tsikos	701/35
<input type="checkbox"/>	<u>4694483</u>	September 1987	Cheung	379/34
<input type="checkbox"/>	<u>4763353</u>	August 1988	Canale et al.	379/157
<input type="checkbox"/>	<u>4815120</u>	March 1989	Kosich	379/34
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<input type="checkbox"/>	<u>5003574</u>	March 1991	Denq et al.	379/75
<input type="checkbox"/>	<u>5206903</u>	April 1993	Kohler et al.	379/309
<input type="checkbox"/>	<u>5210789</u>	May 1993	Jeffus et al.	379/127
<input type="checkbox"/>	<u>5247569</u>	September 1993	Cave	379/113
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<input type="checkbox"/>	<u>5309513</u>	May 1994	Rose	379/265
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<input type="checkbox"/>	<u>5621789</u>	April 1997	McCalmont et al.	379/265
<input type="checkbox"/>	<u>5696811</u>	December 1997	Maloney et al.	379/34
<input type="checkbox"/>	<u>5699412</u>	December 1997	Polcyn	379/89
<input type="checkbox"/>	<u>5703943</u>	December 1997	Otto	379/265
<input type="checkbox"/>	<u>5715307</u>	February 1998	Zazzera	379/265
<input type="checkbox"/>	<u>5790650</u>	August 1998	Dunn et al.	379/265
<input type="checkbox"/>	<u>5818907</u>	October 1998	Maloney et al.	379/34
<input type="checkbox"/>	<u>5825869</u>	October 1998	Brooks et al.	379/265
<input type="checkbox"/>	<u>5828747</u>	October 1998	Fisher et al.	379/309

FOREIGN PATENT DOCUMENTS

FOREIGN-PAT-NO	PUBN-DATE	COUNTRY	US-CL
0140220	February 1987	EPX	
0644510	March 1995	EPX	
9209164	May 1992	WOX	

OTHER PUBLICATIONS

Aspect Callcenter Product Specification, Aspect Telecommunications Crop. May 23, 1988, pp. 1-1, 8-7, 8-8, 11-5 and 13-1.
PCT Search Report in International Application No. PCT/US 98/09455, dated Sep. 4,

1998.

Steve McNamara, "Quality Must be Seen and Heart", Inbound/Ourbound Magazine, Dec. 1989, pp. 66-67.

Madeline Bodin, "Keeping an Eye on Your Agents", Call Center Magazine Feb. 1993, pp. 32-34.

Aspect CallCenter Product Specification, Aspect Telecommunications Corp. May 23, 1988, pp. 1-1, 8-7, 8-8, 11-5 and 13-1.

ART-UNIT: 272

PRIMARY-EXAMINER: Zele; Krista

ASSISTANT-EXAMINER: Foster; Roland G.

ATTY-AGENT-FIRM: Baker & Botts, L.L.P.

ABSTRACT:

A method and system permit monitoring of a call center agent or similar service representative in servicing calls in a call center using a variety of scheduling criteria. Monitoring schedules for the service representatives may be based on monitoring periods having scheduling criteria, such as a time interval, a scheduling rule, a number of calls, a monitoring length, a random indicator, call type information, agent performance level information, call traffic information, and others. The method and system record a customer call if the scheduling criteria of the associated monitoring period is met.

36 Claims, 13 Drawing figures

WEST**End of Result Set**☐ **Generate Collection** **Print**

L27: Entry 13 of 13

File: USPT

Jul 16, 1996

US-PAT-NO: 5537585

DOCUMENT-IDENTIFIER: US 5537585 A

TITLE: Data storage management for network interconnected processors

DATE-ISSUED: July 16, 1996

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Blickenstaff; Ronald L.	Boulder	CO		
Brant; Catherine I.	Boulder	CO		
Dodd; Paul D.	Niwot	CO		
Kirchner; Anton H.	Boulder	CO		
Montez; Jennifer K.	Thornton	CO		
Trede; Brian E.	Boulder	CO		
Winter; Richard A.	Longmont	CO		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE CODE
Avail Systems Corporation	Boulder	CO			02

APPL-NO: 8/ 201658 [PALM]

DATE FILED: February 25, 1994

INT-CL: [6] G06 F 17/30

US-CL-ISSUED: 395/600; 395/440, 395/444, 395/800, 364/222.81, 364/281.6, 364/962, 364/974, 364/DIG.1, 364/DIG.2

US-CL-CURRENT: 707/205; 707/204, 711/113, 711/117

FIELD-OF-SEARCH: 395/600, 395/800, 395/440, 395/444

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

Search Selected**Search ALL**

	PAT-NO	ISSUE-DATE	PATENTEE-NAME	US-CL
<input type="checkbox"/>	<u>4638424</u>	January 1987	Beglin	395/444
<input type="checkbox"/>	<u>5155835</u>	October 1992	Belsan	395/441
<input type="checkbox"/>	<u>5193171</u>	March 1993	Shinmura	395/440
<input type="checkbox"/>	<u>5218695</u>	June 1993	Noveck et al.	395/600
<input type="checkbox"/>	<u>5276860</u>	January 1994	Fortier et al.	395/575
<input type="checkbox"/>	<u>5276867</u>	January 1994	Kenley et al.	395/600
<input type="checkbox"/>	<u>5313631</u>	May 1994	Kao	395/600
<input type="checkbox"/>	<u>5325505</u>	June 1994	Hoffecker et al.	395/600
<input type="checkbox"/>	<u>5367698</u>	November 1994	Webber et al.	395/800
<input type="checkbox"/>	<u>5475834</u>	December 1995	Anglin	395/600

FOREIGN PATENT DOCUMENTS

FOREIGN-PAT-NO	PUBN-DATE	COUNTRY	US-CL
WO92/09035	November 1990	WOX	

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R. D. Christman, "Experience With File Migration", Report #LA 9014-MS, UC-32, Los Alamos National Laboratories, 1981, pp. 1-13.

Thompson et al., "The Design and Use of a 2 Terabyte Optical Archival Store", IEEE Transactions on Nuclear Science, vol. 35, No. 1, Feb., 1988, pp. 243-247.

Thanhardt et al., "File Migration in the NCAR Mass Storage System", Ninth IEEE Symposium on Mass Storage Systems, Monterey, California, 31 Oct.--3 Nov., 1988, pp. 114-121.

Anna Hac, "A Distributed Algorithm for Performance Improvement Through File Migration, and Process Migration", IEEE Transactions on Software Engineering, vol. 15, No. 11, Nov. 1989, pp. 1459-1470.

David A. Arneson, "Development of Omniserver", Tenth IEEE Symposium on Mass Storage Systems, IEEE Computer Society Press, 1990, pp. 88-93.

Bhasker et al., "Architecture and Implementation of an On-Line Data Archive and Distribution System", Proceedings of the Twelfth IEEE Symposium on Mass Storage Systems. Putting All That Data to Work, Monterey, California, 26-29 Apr. 1993, pp. 177-182.

Hurley et al., "Potential Benefits of File Migration in a Heterogeneous Distributed File System", Proceedings ICCI '93. Fifth International Conference on Computing and Information, Sudbury, Ontario Canada, 27-29 May 1993, pp. 123-127.

Article: Renaissance: Managing The Network Computer And its Storage Requirements by Antony Foster and David Habermehl from the Eleventh IEEE Symposium on Mass Storage Systems.

Article: The IBM 3850: A Mass Storage System With Disk Characteristics by Clayton T. Johnson, published in Proceedings Of the IEEE, vol. 63, No. 8.

Article: Migrating Data To Cheaper Storage by Salvatore Salamone, from Data Communications 22 (1993) Aug., No. 11.

ART-UNIT: 237

PRIMARY-EXAMINER: Black; Thomas G.

ASSISTANT-EXAMINER: Lintz; Paul R.

ATTY-AGENT-FIRM: Duft, Graziano & Forest

ABSTRACT:

The data storage system is connected to a local area network and includes a storage server that on a demand basis and/or on a periodically scheduled basis audits the activity on each volume of each data storage device that is connected to the network. Low priority data files are migrated via the network and the storage server

to backend data storage media, and the directory resident in the data storage device is updated with a placeholder entry to indicate that this data file has been migrated to backend storage. When the processor requests this data file, the placeholder entry enables the storage server to recall the requested data file to the data storage device from which it originated.

85 Claims, 13 Drawing figures

WEST**End of Result Set**

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L21: Entry 16 of 16

File: DWPI

Jan 25, 2001

DERWENT-ACC-NO: 2001-464609

DERWENT-WEEK: 200150

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TITLE: Modular backup and retrieval system for network connected computer, has manager module that manages and controls media module that controls backup of data onto library devices

Basic Abstract Text:

NOVELTY - The manager module in computer (110) is in communication with media modules (126,136) of computers (120,130). Media modules are coupled to library devices (122,132). The media module controls physical backup of data onto library devices and manager module controls media module and also manages overall backup and retrieval functions.

Basic Abstract Text:

USE - For controlling data backup in computers or network connected computer.

Basic Abstract Text:

ADVANTAGE - The independent software agents, manager module and software module, focus specifically on archival process and are cohesively operated in network environment across several machines.

Basic Abstract Text:

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of modular network backup system.

Standard Title Terms:

MODULE RETRIEVAL SYSTEM NETWORK CONNECT COMPUTER MANAGE MODULE MANAGE CONTROL MEDIUM
MODULE CONTROL DATA LIBRARY DEVICE< br>

Title (1):

Modular backup and retrieval system for network connected computer, has manager module that manages and controls media module that controls backup of data onto library devices

Basic Abstract Text (1):

NOVELTY - The manager module in computer (110) is in communication with media modules (126,136) of computers (120,130). Media modules are coupled to library devices (122,132). The media module controls physical backup of data onto library devices and manager module controls media module and also manages overall backup and retrieval functions.

Basic Abstract Text (2):

USE - For controlling data backup in computers or network connected computer.

Basic Abstract Text (3):

ADVANTAGE - The independent software agents, manager module and software module, focus specifically on archival process and are cohesively operated in network environment across several machines.

Basic Abstract Text (4):

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of modular network backup system.

WEST

Generate Collection

Print

L3: Entry 8 of 13

File: USPT

Sep 2, 1997

US-PAT-NO: 5664146

DOCUMENT-IDENTIFIER: US 5664146 A

TITLE: Graphical user communications interface for an operator in a manual data storage library

DATE-ISSUED: September 2, 1997

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Bolin; Mark Robert	Springfield	OR		
Fisher; James Arthur	Tucson	AZ		
Goncharsky; Robert Samuel	Tucson	AZ		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE	CODE
International Business Machines Corporation	Armonk	NY				02

APPL-NO: 8/ 606632 [PALM]

DATE FILED: February 26, 1996

PARENT-CASE:

This application is a continuation of application Ser. No. 08/235,079, filed Apr. 29, 1994, now abandoned.

INT-CL: [6] G06 F 12/00, G06 F 13/00

US-CL-ISSUED: 711/115; 395/326, 395/833, 711/114

US-CL-CURRENT: 711/115; 345/762, 345/781, 710/13, 711/114

FIELD-OF-SEARCH: 395/833, 395/404, 395/441, 395/442, 395/444, 395/326, 395/335, 395/353, 360/85, 360/92, 360/96.5, 360/98.01, 360/99.02, 360/99.06

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

Search Selected

Search ALL

	PAT-NO	ISSUE-DATE	PATENTEE-NAME	US-CL
<input type="checkbox"/>	<u>4283621</u>	August 1981	Pembroke	235/375
<input type="checkbox"/>	<u>4399936</u>	August 1983	Rueger	226/92
<input type="checkbox"/>	<u>4413328</u>	November 1983	Videki, II	395/118
<input type="checkbox"/>	<u>4435762</u>	March 1984	Milligan	395/250
<input type="checkbox"/>	<u>4601003</u>	July 1986	Yoneyama et al.	395/159
<input type="checkbox"/>	<u>4725977</u>	February 1988	Izumi et al.	395/442
<input type="checkbox"/>	<u>4860133</u>	August 1989	Baranski	360/92
<input type="checkbox"/>	<u>4945428</u>	July 1990	Waldo	360/92
<input type="checkbox"/>	<u>4945429</u>	July 1990	Munro et al.	360/92
<input type="checkbox"/>	<u>4964039</u>	October 1990	Izawa et al.	395/500
<input type="checkbox"/>	<u>4974156</u>	November 1990	Harding et al.	395/489
<input type="checkbox"/>	<u>4987533</u>	January 1991	Clark et al.	395/620
<input type="checkbox"/>	<u>5129076</u>	July 1992	Freeman et al.	395/438
<input type="checkbox"/>	<u>5134580</u>	July 1992	Bertram et al.	395/651
<input type="checkbox"/>	<u>5241662</u>	August 1993	Maniwa et al.	395/421.08
<input type="checkbox"/>	<u>5303214</u>	April 1994	Kulakowski et al.	369/34
<input type="checkbox"/>	<u>5325523</u>	June 1994	Beglin et al.	395/616
<input type="checkbox"/>	<u>5343403</u>	August 1994	Beidle et al.	364/478
<input type="checkbox"/>	<u>5437014</u>	July 1995	Bushoom et al.	
<input type="checkbox"/>	<u>5450384</u>	September 1995	Dahman et al.	369/30
<input type="checkbox"/>	<u>5450545</u>	September 1995	Martin et al.	395/701
<input type="checkbox"/>	<u>5455409</u>	October 1995	Smith et al.	235/385

FOREIGN PATENT DOCUMENTS

FOREIGN-PAT-NO	PUBN-DATE	COUNTRY	US-CL
0 535 922	April 1993	EPX	

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Koontz, Xpress Librarian, PC Magazine, v12, n16, p311 (3), Sep. 28, 1993.
 Gallenberger et al., Kodak optical disk and microfilm technologies carve niches in specific applications, Optical Information Systems, v. 9; n3, p127 (4), May-Jun. 1989.
 Ali, Retrieval commands of CD-ROM databases: a comparison of selected products, CD-ROM Professional, v3, n3, p28(6), May 1990.
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 Bell, Providing remote access to CD-ROMS; some practical advice, CD-ROM Professional, v6, n1, p43(4), Jan. 1993.
 Schroeder, Auto-loaders gain management; storage software controls tape devices, PC Week, v11, n14, p55(2), Apr. 11, 1994.
 Hamilton, Tape automation comes of Age, Computerworld, p. 33, Feb. 19, 1990.
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 The Pros Talk For 2.5, DBMS, v6, n13, p48(1), Dec. 1993.
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T. W. Beglin and H. E. Kamionka, "User Controls During Tape End-Of-Volume Processing", IBM Technical Disclosure Bulletin, vol. 26, No. 3A, Aug. 1983, pp. 1303,1305.

R. S. Goncharsky, J. W. Peake and R. A. Ripberger, "Logical Group of Data Storage Media in a Library System" IBM Technical Disclosure Bulletin, vol. 35, No. 5, Oct. 1992, pp. 17-20.

Gerald J. Wade, Multi-Terabyte Automated Mass Storage, IEEE Symposium on Mass Storage Systems, May 1990, pp. 51-57.

ART-UNIT: 232

PRIMARY-EXAMINER: Kim; Matthew M.

ATTY-AGENT-FIRM: Baker, Maxham, Jester & Meador

ABSTRACT:

An operator to host communications interface for managing a manual data storage library. A host processor controls Peripheral Data Storage Devices (PDSDs) in the library. Displayed operator interaction fields are presented by a graphical user interface on the screen of a display device connected to a library manager controller. Library manager program code loaded in program memory in the library manager controller is provided with interface logic, for communicating with external devices, as well as the PDSDs through the host processor. The operator communications interface is an integral component of the library and thus may be used for: alerting an operator of the need to mount or demount a particular data medium; alerting an operator with coherent and succinct messages thus improving the quality of messages provided to operators; and alerting an operator with a minimum number of messages. Additionally, the operator may use the communications interface to access the status of PDSDs and to schedule maintenance activities, such as cleaning of the PDSDs.

42 Claims, 16 Drawing figures

WEST

Generate Collection

Print

L11: Entry 32 of 42

File: USPT

Jun 9, 1998

US-PAT-NO: 5764972

DOCUMENT-IDENTIFIER: US 5764972 A

TITLE: Archiving file system for data servers in a distributed network environment

DATE-ISSUED: June 9, 1998

INVENTOR-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY
Crouse; Donald D.	Murphy	TX		
Coverston; Harriet G.	New Brighton	MN		
Cychosz; Joseph M.	W. Lafayette	IN		

ASSIGNEE-INFORMATION:

NAME	CITY	STATE	ZIP CODE	COUNTRY	TYPE CODE
LSC, Inc.	Minneapolis	MN			02

APPL-NO: 8/ 481924 [PALM]

DATE FILED: June 7, 1995

PARENT-CASE:

This is a continuation of application Ser. No. 08/012,298, filed Feb. 1, 1993, now abandoned.

INT-CL: [6] G06 F 17/30

US-CL-ISSUED: 395/601; 395/610, 395/620

US-CL-CURRENT: 707/1; 707/10, 707/204

FIELD-OF-SEARCH: 364/DIG.1, 364/DIG.2, 395/600, 395/700, 395/601, 395/610, 395/620

PRIOR-ART-DISCLOSED:

U.S. PATENT DOCUMENTS

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Search ALL

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<input type="checkbox"/>	<u>4827399</u>	May 1989	Shibayama	364/200
<input type="checkbox"/>	<u>4887204</u>	December 1989	Johnson et al.	364/200
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<input type="checkbox"/>	<u>4972368</u>	November 1990	O'Brien et al.	364/900
<input type="checkbox"/>	<u>5014197</u>	May 1991	Wolf	364/200
<input type="checkbox"/>	<u>5077658</u>	December 1991	Bendert et al.	395/600
<input type="checkbox"/>	<u>5133065</u>	July 1992	Cheffetz et al.	395/575
<input type="checkbox"/>	<u>5146561</u>	September 1992	Carey et al.	364/200
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<input type="checkbox"/>	<u>5163131</u>	November 1992	Row et al.	395/200
<input type="checkbox"/>	<u>5187786</u>	February 1993	Densmore et al.	395/600

FOREIGN PATENT DOCUMENTS

FOREIGN-PAT-NO	PUBN-DATE	COUNTRY	US-CL
476 841	March 1992	EPX	

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 Montgomery, J. "Product Review: Silicon Graphics 4D/400 Server", Digital Review, Sep. 9, 1991.

ART-UNIT: 237

PRIMARY-EXAMINER: Black; Thomas G.

ASSISTANT-EXAMINER: Von Buhr; Maria N.

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ABSTRACT:

An archiving file system is specifically designed to support the storage of, and access to, remote files stored on high speed, large capacity network data servers. The archiving file system automatically archives remote files across multiple types of secondary storage media on such network data servers based on a set of hierarchically selectable archival attributes selectively assigned to each remote file. The archiving file system is completely transparent to the user program and operates on remote files by providing a different file control program and a different file structure on the network data server, without the need to modify the standard file system that is native to a particular operating system program executing on the user nodes or the standard network file interfaces executing on the

distributed computer network environment.

17 Claims, 26 Drawing figures

Standard Title Terms (1):

MODULE RETRIEVAL SYSTEM NETWORK CONNECT COMPUTER MANAGE MODULE MANAGE CONTROL MEDIUM
MODULE CONTROL DATA LIBRARY DEVICE